

CYE: _____ **CONTRACTOR:** _____

FACTOR	CM PLAN PAGE #	YES	NO	COMMENTS
Overview of the functional organizational structure of the Case Management Department.				
Description of the Contractor's required Case Manager and Case Manager Supervisor competencies/qualifications.				
Overview of the factors considered in member assignment to Case Manager staff (geographic location, specialty caseloads, language, etc.).				
Caseload Management – summary of how caseload values are used to determine Case Manager caseloads, description of established caseload maximums for different caseload types (if different than AHCCCS standard), overview of the process for ensuring the regular review of caseload sizes, etc.				
Overview of the process used to determine appropriate supervisor to case manager ratio and ongoing process for monitoring adherence to established ratios.				
Description of orientation and initial training offered to new case managers.				
Description of on-going training/educational opportunities for established case managers, including remedial orientation as needed/indicated, and summary of other modes of training outside of formal face-to-face training sessions, including team/unit meetings, newsletters, online training, etc.				
Overview of the quarterly case file audit process used to evaluate compliance with Case Manager standards and outline of process for implementing corrective action when necessary.				
Description of quarterly inter-rater reliability review process and outline of process for implementing corrective action when necessary.				

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Overview of Case Management activities related to monitoring and/or improving practices to ensure member placement in the most integrated setting appropriate.				
Inter-Departmental Cooperation – description of coordination with other departments, including Quality and Medical Management Departments; outline of the role of Case Management in data collection, the development of and monitoring of performance measures/indicators and disease management.				
Overview of Case Management Department involvement in community initiatives/activities in geographic service areas related to populations served.				
Description of the process used in evaluating net cost of institutional care, which must include the calculation of institutional costs stratified for levels of care and specialized needs, annual re-assessment and adjustment of the institutional rates based upon changes in costs associated with the assessed levels of care and specialized needs, and implementation of processes consistent AHCCCS policy, for determination and evaluation of CES for each member and processes for resolution of cases where the Net HCBS Cost exceeds the net cost of institutional care.				
Description of other special projects/initiatives within the organization that the Case Management Department facilitates or participates in which enhance overall performance of the Department and/or service provided to ALTCS members.				
Summary of Case Management Plan, including progress related to established goals, for previous Contract Year.				
Outline of Case Management Department goals established for next Contract Year.				